



FREQUENTLY ASKED QUESTIONS

Where is the Employment Center located?

The City of Norfolk's Employment Center is located at 520 E. Main Street, Suite A, with the closest intersection being Main Street and St. Paul's Blvd.

What are the hours?

The Employment Center is open to receive applications from 9:00 a.m. to 4:00 p.m., Monday through Friday, excluding holidays.

Is there parking at the Employment Center?

Metered parking or parking in the Commercial Place Garage (entrance located on Commercial Street) is available at your expense for parking. The Net also stops directly in front of the Employment Center.

I don't have an email address – what do I do?

The email address is a required part of the online application; it is used to send out a confirmation receipt when you submit an application and other notices during the application process. You may set up a free account at Yahoo.com or Hotmail.com.

What if I submit two applications for the same job opening?

We will use the last application, with the respective attachments, you submitted for the position. The system will allow you to submit multiple applications for the same position as long as 30 days have passed since your last submission.

May I submit a resume?

You may submit your resume but only in addition to a completed application. The online application provides an opportunity to copy and paste your resume into the application or browse and attach a file to your application account.

Will you notify me when a job opens in my field?

You may request e-mail notification when a job opens in your field of interest. In order to use this function, you will need to have or obtain a personal email account. You can sign up for free e-mail at services like Hotmail or Yahoo. It only takes a few minutes to register.

Why is it important to read the entire job announcement?

Announcement includes the following important information:

- Salary
- Position description
- Examples of knowledge and abilities
- Minimum qualifications
- Information about testing, if required.

Does volunteer experience or part-time experience qualify you for the position?

Experience required in the minimum qualification generally means full time paid experience. Part time experience will be prorated accordingly.

Do I have to sign the City of Norfolk's application?

Your signature verifies that the materials submitted are true and accurate to the best of your knowledge. Once a completed application is submitted on-line, then that is considered your electronic signature.

What are supplemental questions?

A supplemental questionnaire consists of questions related to the experience, education, training, knowledge, skill and abilities needed to perform the job. These questions are used to draw specific job related information from you. Not all job openings require supplemental questions.

What about paper applications?

The City of Norfolk now recruits applicants using a web-based recruitment system called WIN. Paper applications are no longer being accepted. Help is available at the Employment Center for those who do not use computers.

If you know how to use a computer but don't have access to one you may:

- Use one of 6 computers located at the Employment Center, 520 E. Main Street, Suite A, Norfolk, VA
- Use a public access computer at any City of Norfolk library
- Some Neighborhood Centers also have public computers

How do closing dates work?

The WIN system will allow you to submit an application up until the designated deadline date. At that point the job announcement and the application will be automatically pulled from the Internet for review. If you are completing an application and the deadline passes you will not be able to complete the submission.

Positions which have "Continuous" listed as the closing date will be open to applications until enough qualified applicants are assembled to begin the interview process. Applications are continuously evaluated as they are received.

My resume includes all the information you should need. Can I just submit my resume and a cover letter to apply for a job?

No. You must submit a completed City of Norfolk Application for each position you are interested in. You may attach a resume and cover letter; however the information on the resume cannot substitute for the completed application.

If I want to apply for more than one position do I have to file more than one application?

Yes. An account can be created which allows you to create and save your application, eliminating the need to complete a separate application for each recruitment. An online application allows you to simply log into your account, type in the new job title you are interested in and update your application if applicable and submit.

I have submitted my application. What happens next?

If your on-line application has been successfully submitted you will receive a confirmation email immediately.

How are applications evaluated?

Each position announcement contains the requirements for eligibility for the position. They are typically in the form of education, experience, driver's license, professional or technical certification or any other job-related requirement. The information an applicant submits for the job is reviewed to determine if they have met the announced requirements. Without accurate and complete information, we will not be able to determine whether or not you meet the minimum qualifications for the job. It is important to read the job announcement and to supply detailed information about your experience and skills as they relate to the description of the job. It is particularly important to take note of the information in the "Qualification Requirement" section.

Minimum Qualifications: All job announcements contain minimum requirements. These are the qualifications you **MUST** have in order to qualify for the job. **Be sure you clearly identify on your application that you meet these minimum qualifications.**

If you do not meet the minimum qualifications, your application will not proceed to the next step and the applicant status response will be updated with ***More Qualified Applicant(s) Identified***. For candidates who did meet the requirements and are still being considered for the position the applicant status response will indicate ***Assessing Applicant's Qualifications*** or ***Advanced Review of Qualifications***.

I have applied for several jobs and have never been contacted for an interview. What happened?

Most often the reason an applicant who meets the minimum qualifications is not selected for an interview is because a large number of qualified applicants applied for the job opening and other applicants in the pool were found to be more qualified for the position.

We suggest that you continuously review the ***Applicant Status Response*** for the status of your application as it goes through the screening process. Screening time will vary but may be as long as 4 – 6 weeks after the closing date.

I qualified for a position in the past, but now I don't qualify. How can that be?

Minimum qualifications can change over time as the job duties and needs of the position change over time. Therefore, it is possible that you could have qualified in the past but not for the current position.

Also, your application is among several other applications being considered for that specific position. Depending on the pool of applications received during the recruiting period, it is quite possible other candidates were more qualified in one recruitment pool and not in the other recruitment pool.